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Barriers - Accessibility at Home is Key

Cost	• Not enough low cost options for low income and the working poor • Factor in the initial, ongoing and "refresh" costs
Service Options	• Understanding and navigating the various ISP options
Enrollment	• Complexity of ISP enrollment and equipment set up
Confidence	• Fear of the Internet, not knowing how to use equipment
Hierarchy of Needs	• Technology in relation to safety, basic needs, economic security
Time	• Having and prioritizing the time it takes to get, learn and use technology; people need access at home to meet their personal schedules and goals
Literacy	• Enhanced by a personal connection; the right mentor at the right time
Relevancy	• Exposure to what is possible, relevance to personal and professional goals
Access to Resources	• Transportation, language and hours of service are often barriers to accessing community resources

Input Toward Recommendations

Subsidize / Incentivize Low Cost Options
- Short term - Engage community and providers to create a subsidized Internet program for all low income residents that works across the board, regardless of provider options. Consider length of eligibility and sliding fee scale to expand the reach; a fixed subsidy doesn't factor in variables of options based on geography
- Create long term policies to bring down overall cost of Internet

Integrate with Existing State and Government Services
- Include adoption goals into Federal and State Workforce, Housing, Health and Human Services programs
- Include access to computer/Internet at home and digital literacy training into programming intake and outcomes
- Integrate financial literacy and budgeting for technology where appropriate

Fund Coordinated Efforts to Meet Statewide Goals
- Lead and align with national efforts and change agents
- Collaborate among programs within DEED, Education, Higher Ed, Libraries, Technology Literacy Collaborative, Community Technology Empowerment Project, Blandin programs, others
- Fund project management and internship position(s) to coordinate, maintain centralized resources, liaison to national efforts

Implement "Borrow the Internet" at Libraries
- Explore best practices, costs and benefits
- This is an investment for all residents to take advantage of the digital society, to access online resources, online employment tools, and online education
- Can be an entry point into longer term, sustainable in home solutions

TechHire, IT Training and Career Pathways
- Consider digial literacy skills as a continuum
- Connect IT students and IT training organizations with new tech users and community technology centers for adoption and digital literacy goals

Survey and Monitor Trends
- Collect data, monitor progress on adoption and technology skills; the digital divide is shifting to gaps in skills, speed, use, engagement and in the demand for a high tech workforce
- Data feeds into training, programming and investment decisions

Public Investment
- Dedicate public funding toward digital inclusion
- It's a benefit to the community as a whole to have a more digitally literate and online community

Business Investment
- Partner with private sector to meet workforce demands; businesses prosper with a digitally literate and online workforce
- Investment expands the number of people engaging with the digital economy; tech investment can align with specific business goals
- Corporate citizenship fosters learning, community building, customer support, loyalty, employee recruitment and engagement